

Ask the U.S. Embassy

June 12, 2013

Returning your passports

Question: I was told by the officer after my non-immigrant visa interview that my visa was approved. How will I get my passport back, and how long will it take? I live in Jamaica.

A: The US Embassy Kingston transitioned to a new appointment scheduling system that also includes passport and document delivery as of March 18, 2013. If you are approved for a visa, the return of your passport depends on when you paid your Machine Readable Visa (MRV) fee and how you scheduled your appointment.

If you purchased your MRV fee before March 14, 2013, you are still part of the "old" scheduling system, meaning you will have emailed the embassy to schedule your appointment. If your visa is approved, the officer will hand you a ticket with a number assigned to your passport, and a map directing you to DHL. You must go to DHL in Kingston or Montego Bay to sign up and pay for delivery services. You can choose to have the passport delivered to an address in Jamaica, or to pick it up at a DHL location.

If you purchased your MRV fee after March 14, you are a part of the "new" system, and you will have scheduled your appointment through the new website (<http://jamaica.usvisa-info.com>). The passport delivery through DHL has already been included in your visa fee, and you will have selected an address for delivery when scheduling the appointment. It is important you write down your passport number so you can log into your existing account to check the status of delivery, or to check to see which address you listed as the delivery point. The passport will come back to the address you selected automatically, and there is nothing further you must do. Unless otherwise noted by the consular officer, the passport should be sent to the selected address within ten business days.

The Embassy staff in Kingston will answer questions you may have regarding the US Mission, including consular law, regulations and/or practice. In order to respect privacy, staff will not answer questions about specific visa applications. The embassy employs a visa appointment system, so it is only necessary for visa applicants to arrive 15 minutes before their scheduled appointment.